



## Enhanced Network Solutions Group

Systems Integration • Learning Solutions • CIO Consulting  
Managed Outsourcing • Healthcare Solutions • Security Solutions

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# TSHOOT Troubleshooting and Maintaining Cisco IP Networks

TSHOOT Rev 04.10

## 5 days

### Description

This five-day course and 9.5 hours of self-paced e-learning is designed to help students prepare for Cisco CCNP® certification. The TSHOOT course is one of three components in the CCNP curriculum.

TSHOOT is designed for network engineers with at least one year of professional work experience, who are ready to advance their skills and work independently on complex network solutions. Students will learn to (1) plan and perform regular maintenance on complex enterprise routed and switched networks and (2) use technology-based practices and a systematic ITIL-compliant approach to perform network troubleshooting. Extensive labs provide for hands-on learning and reinforce troubleshooting skills.

### Prerequisites

- CCNA

### Course Objectives

After completing this course, the learner will be able to meet these overall objectives:

- *Plan and document the most commonly performed maintenance functions in complex enterprise networks*
- *Develop a troubleshooting process to identify and resolve problems in complex enterprise networks*
- *Select tools that best support specific troubleshooting and maintenance processes in large, complex enterprise networks*
- *Practice maintenance procedures and fault resolution in switching-based environments*
- *Practice maintenance procedures and fault resolution in routing-based environments*
- *Practice maintenance procedures and fault resolution in a secure infrastructure*
- *Troubleshoot and maintain integrated, complex enterprise networks*

### Course Outline

**Module 1: Planning Maintenance for Complex Networks**

**Module 2: Selecting Maintenance and Troubleshooting Tools and Applications**

**Module 3: Planning Troubleshooting Processes for Complex Enterprise Networks**

**Module 4: Maintaining and Troubleshooting Campus Switching-based Problems**

**Module 5: Maintaining and Troubleshooting Routing-based Solutions**

**Module 6: Maintaining and Troubleshooting Network Security Solutions**

**Module 7: Maintaining and Troubleshooting Integrated, Complex Enterprise Networks**

**E-Learning TSHOOT-01: Troubleshooting Performance Problems on Switches**

**E-Learning TSHOOT-02: Troubleshooting Wireless Connectivity**

**E-Learning TSHOOT-03: Troubleshooting Voice over IP**

**E-Learning TSHOOT-04: Troubleshooting Video**

**E-Learning TSHOOT-05: Troubleshooting Multicast**

**E-Learning TSHOOT-06: Troubleshooting NAT and PAT**

**E-Learning TSHOOT-07: Troubleshooting DHCP**

**E-Learning TSHOOT-08: Troubleshooting IPv6, OSPFv3, and RIPng**



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